



## DEPARTMENT OF THE NAVY

COMMANDER  
NAVY REGION, MID-ATLANTIC  
6506 HAMPTON BLVD.  
NORFOLK, VA 23508-1273

IN REPLY REFER TO:

COMNAVREG MIDLANT/SOPA  
(ADMIN) HRINST 1750.10B

Code 008

29 JAN 2002

COMNAVREG MIDLANT/SOPA (ADMIN) HAMPTON ROADS INSTRUCTION 1750.10B

Subj: COMMAND FAMILY OMBUDSMAN PROGRAM IN THE HAMPTON ROADS  
AREA

Ref: (a) OPNAVINST 1750.1 Series

1. Purpose. To publish policy and procedures for the Command Family Ombudsman Program in the Hampton Roads area.
2. Cancellation. COMNAVREGMIDLANT/SOPA (ADMIN) HRINST 1750.10A
3. Background. Reference (a) outlines policy for the Command Family Ombudsman Program and directs each commanding officer to select a Family Ombudsman from Navy spouses within their command. Reference (a) also directs base commanders to establish procedures to assist the area ombudsman so they may be most effectively utilized. These procedures have been established by Commander, Navy Region, Mid-Atlantic (COMNAVREG MIDLANT) as the Regional Area Coordinator.
4. Discussion
  - a. The Hampton Roads Assembly of Command Family Ombudsmen consists of all ombudsmen appointed by Commanders or Officers-in-Charge of fleet units and area shore commands and other members of the Command Ombudsmen Support Team (CO/XO/CMC or COB/Chaplain/spouses).
  - b. The function of the Assembly is to provide area ombudsmen support teams, or other service equivalents, a forum for dissemination of information of importance to the ombudsmen support team, provide policy clarification and to coordinate support efforts for all area Command Ombudsmen Programs.
  - c. The Assembly will meet regularly, at a time and place designated by the Ombudsman Advisory Board. All Ombudsmen,

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CO's, XO's, CMC's/COB's, command chaplains and their respective spouses are invited and encouraged to attend.

d. The Assembly and Advisory Board exists to support and strengthen each unit's Command Ombudsman Program by increasing the Ombudsman Support Team's awareness of all aspects of an effective Ombudsman program.

e. The selection, appointment and/or training of the Command Ombudsman is the responsibility of the command. The Assembly and the Advisory Board will support the Command's efforts to train their ombudsmen.

#### 5. Action

a. COMNAVREG MIDLANT will appoint an Assembly Chairperson. The selected individual's spouse must be an enlisted member currently serving on active duty and must be currently serving or have successfully served as a Command Ombudsman with a minimum of two years experience. COMNAVREG MIDLANT will appoint the Chairperson to any additional committees deemed appropriate. The Chairperson may not volunteer to represent the Region or the Assembly on any additional committees or other groups without the full concurrence of COMNAVREG MIDLANT, in writing. Committees who would like Ombudsman Assembly representation should request such through COMNAVREG MIDLANT. The Chairperson's term of appointment is for one year and may be extended at the discretion of COMNAVREG MIDLANT.

#### 6. Ombudsman Advisory Board

a. Membership. The Advisory Board membership will consist of two elements: Regional Core Personnel and Ombudsman team representatives. The Regional Core Personnel shall consist of the following: COMNAVREG MIDLANT Chief of Staff; COMNAVREG MIDLANT Command Master Chief; Ombudsman Assembly Chairperson; Regional Ombudsman Training Coordinator; Director, Regional Fleet and Family Services Center (FFSC); Regional Chaplain's designated representative and a Designated Spouse of a senior military member. Ombudsmen team representatives shall consist of: Type Commander ombudsman representatives to include shore and reserve representatives.

b. Mission. The mission of the Advisory Board is to:

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(1) Advise COMNAVREG MIDLANT on all Regional Ombudsman issues and concerns.

(2) Provide a conduit for consolidated input to COMNAVREG MIDLANT and COMNAVPERSCOM. (PERS 6) when warranted on all issues and concerns affecting the Ombudsman Program.

(3) Promote efforts that educate and strengthen the Command Ombudsman Team.

(4) Promote all aspects of a successful Ombudsman Program:

(a) Education of all Ombudsman team members.

(b) Understanding of all team member's responsibilities.

(c) Establishment of expectations between the CO and the Ombudsmen and establishing a working relationship.

(d) Command commitment of resources to support the Ombudsman Program.

(e) Defining the elements of a successful Ombudsman Program.

(f) Benchmarking on successful Ombudsman Programs within the Region.

(g) Recognition of Ombudsmen at an annual luncheon.

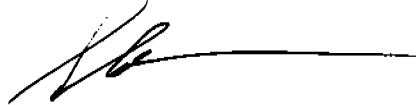
#### 7. Training Ombudsmen Team Members

a. FFSC is responsible for providing basic and advanced training and conducting an annual area-wide symposium for all Ombudsmen in the Hampton Roads Area.

b. FFSC will establish a training continuum for the command members of the Ombudsman Team. This continuum will endeavor to ensure that each Command representative on the Ombudsman team fully understands all aspects of the Ombudsman Program.

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c. The Assembly is responsible for providing ongoing awareness of all aspects of a successful Ombudsman Program. It is not a policy-making body and should not interfere with the individual command/ombudsman relationship.



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